

Ask City Hall

Answers to
commonly asked
questions about
City services and functions, living and
working in Diamond Bar.



Q: I received a parking citation?
May I pay for it at City Hall?

A: City Hall does not handle any
matters relating to parking citations.
Payments as well as citation appeals
are processed by the City's parking
administration office at P.O. Box 25120
Santa Ana, CA 92799-5120. Parking
citations can be paid only by mailing a
check in the envelope provided with the
citation. Additional questions concerning
parking citations should be directed
to the payment processing agency at
800.273.6488 between 8 a.m. and
5 p.m. Monday through Friday.

Edison Offers Discounted Rates

Looking for some relief from your
energy bills? If so, Southern California
Edison may be able to help.

Edison sponsors two special programs
called CARE (California Alternate Rates
for Energy) and FERA (Family Electric Rate
Assistance) that provide eligible residential
customers with discounts off monthly
electricity bills.

CARE offers income-qualified customers
a discount of 20% or more off their
monthly electricity bill. Families who don't
qualify for the CARE program may still
be eligible for a discounted rate through
the FERA program which is designed
for families of 3 or more who fall within
the income guidelines and exceed their
baseline usage by 30% or more.

For an application or to learn more
about the discount programs, contact
Edison at 1.800.447.6620.

Get Ready for Rainy Season Disasters

Rainy season has officially arrived, and
the City would like to urge residents
to prepare now and protect their property
against possible flood or mudslide damage.

Homeowners are reminded that they are
responsible for maintaining proper drainage
structures on their property.

Below are steps homeowners and renters
can take to reduce the risk of slope erosions
and flood damage:

- Make sure all slopes drain properly and
are cleared of any debris
- Check drains along retaining walls
and remove overgrown landscaping
- Examine the solidity of earth berms on
the property



- Measure side swales to ensure they are
at least 24 inches away from the wall

For additional information and
preparedness tips, contact the City's Public
Works Department at 909.839.7040 or visit
the LA County's Fire Department at www.fire.lacounty.gov.

Only Rain Down the Storm Drain

Residents are also reminded that the
purpose of the city's storm drains help
prevent flooding by carrying rain water away
from streets and yards. Many people do not
realize that storm drains are different and
completely separate from the sewer system.
Unlike sewer lines, which lead to treatment
plants, storm drains lead directly to creeks,
lakes, and the ocean. Whatever goes into
a storm drain goes straight into waterways
without being cleaned or filtered. Making

sure rain is the only thing going into the
storm drains is very important.

Here are ways you can help:

- Keep trash cans and dumpsters closed
- Fix any leaky vehicles, and clean up oil
leaks and spills immediately
- Pick up after your pets
- Recycle your motor oil
- Use commercial carwashes

For more information, contact the City's
Public Works Department at 909.839.7040.

Get Your Free Sandbags

Free sand and sandbags are available at
two Diamond Bar fire stations, 119 and
121, located at 20480 Pathfinder Road, and
346 Armitos Road. Residents are limited to
25 sandbags and are required to fill their
own bags.

As a reminder, sand bags are available at
all county fire stations and sand may or may
not be provided at that particular station. If
obtaining sand bags at your local fire station
and no one is there, the following options
should be considered:

- Wait for fire station personnel to return
to quarters
- Go to the next closest fire station

- Go to any local retailer and purchase
sand or sandbags

For more information call Fire Station
119 at 909.598.4290 or Fire Station 121 at
909.396.0164.

